

**AMY J. PATTILLO, Patent Attorney**  
P.O. Box 161327 - AUSTIN, TEXAS 78716  
FAX # 512-402-9820

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FROM: Amy J. Pattillo

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Docket No. AUS92001826US1 Serial No. 10/015,264 Atty: AJP

Applicant: BROWN ET AL

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<input checked="" type="checkbox"/> Amendment	<input type="checkbox"/> Notice of Appeal
<input type="checkbox"/> Amendment AF	<input type="checkbox"/> Appeal Brief (3 copies)
<input type="checkbox"/> Ext. of Time	<input type="checkbox"/> Reply Brief
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Deposit Acct. No. 09-0447

Fees: Amendment ☒ Notice of Appeal ☐ Appeal Brief ☐ Other ☐

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

DOCKET NUMBER:AUS920010826US1

In re application of: Michael Wayne Brown, et al.

Serial No.: 10/015,264

Filed: 12/12/2001

Mail Stop Box Non-Fee Amendments (PATs)  
 COMMISSIONER FOR PATENTS  
 P.O. Box 1450  
 Alexandria, VA 22313-1450

Sir:

Transmitted herewith is a Reply and Amendment under 37 CFR § 1.111 in the above-identified Application.

X No additional fee is required.

       The fee has been calculated as shown below:

	Claims Remaining After Amendment		Highest No. Previously Paid For		Present Extra	Rate	Addit. Fee
Total	54	MINUS	54	=	0	x 18 =	\$ 0
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X Any additional fees required under 37 CFR 1.16 for the presentation of extra claims.

X Any patent application processing fees under 37 CFR 1.17.

Respectfully submitted,



Amy J. Pattillo  
 Attorney for Applicants  
 Registration No. 46,983  
 (512) 402-9820

PATENT  
10/015,264

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Michael Wayne Brown, et al. Serial No.: 10/015,264 Confirmation Number: 1742 Filed: 12/12/2001 Title: PROMOTING CALLER VOICE BROWSING IN A HOLD QUEUE	: Before the Examiner: : Marie C. Ubiles : Group Art Unit: 2642 : Intellectual Property Law Department : International Business Machines Corp. : 11400 Burnet Road : Austin, Texas 78758
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CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence is being transmitted via facsimile to the United States Patent Office at facsimile number 703-872-9306 and to the attention of Examiner Marie C. Ubiles on September 7, 2004 by Amy J. Pattillo.



Signature

9/7/2004

Date

**REPLY AND AMENDMENT UNDER 37 C.F.R. § 1.111**

Mail Stop Box Non-Fee Amendment (Pats)  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

AUS920010826US1

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10/015,264

**A. INTRODUCTORY COMMENTS**

Responsive to the Office Action of June 4, 2004, Applicants respectfully request reconsideration of the outstanding rejections and reexamination of the present application in light of the following amendments and remarks. In addition, Applicants note the Examiner's call on September 3, 2004 to discuss an interview date and appreciate the Examiner's willingness to schedule a more timely interview following the receipt of this paper.

**Amendments to the Specification** begin on page 3.

**Amendments to the Claims** begin on page 4.

**Arguments** begin on page 20.

AUS920010826US1

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